

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Foresthill Telephone dba Sebastian

U#: 1009-C

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Foresthill Telephone Co

Measurement (Compile monthly, file quarterly)		Date filed (05/15/19)			Date filed (08/15/19)			Date filed (11/15/2019)			Date filed (2/15/20)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	24.32	7.48	24.28	10.72	1.63	13.71						
	Total # of service orders	11	8	9	7	11	10						
	Avg. # of business days	2.43	1.07	2.7	2.14	0.27	1.71						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	10	7	9	5	6	8						
	Total # of installation commitment met	10	7	9	5	6	8						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100%	100%	100%	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus	2,383	2,381	2,377	2,360	2,363	2,360						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	2,420	2,421	2,416	2,397	2,400	2,397					
		Total # of trouble reports	38	52	40	21	35	47					
		% of trouble reports	1.57%	2.15%	1.66%	0.88%	1.46%	1.96%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	17	31	24	13	21	31						
	Total # of repair tickets restored in ≤ 24hrs	17	31	24	13	21	30						
	% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%	100.00%	100.00%	96.77%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		
	Sum of the duration of all outages (hh:mm)	75:38	212:47	186:00	101:56	105:27	246:15						
	Avg. outage duration (hh:mm)	4:27	6:52	7:45	7:50	5:01	7:57						
	Indicate if catastrophic event is in a month	No	No	No	No	No	No						
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	17	32	26	13	23	34						
	Total # of repair tickets restored in ≤ 24hrs	17	31	24	13	21	30						
	% of repair tickets restored ≤ 24 Hours	100.0%	96.9%	92.3%	100.00%	91.30%	88.24%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		
	Sum of the duration of all outages (hh:mm)	75:38	279:43	299:49	101:56	171:43	426:05						
	Avg. outage duration (hh:mm)	4:27	8:44	11:32	7:50	7:28	12:32						
Refunds	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	0:00	0:00	0:00	0:00	0:00	0:00						
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)													
	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

Primary Utility Contact Information

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